



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts September 4, 2014

Will the Café ever offer a delivery truck/service? Thanks for asking. The Café Focus Group addresses this specific question on a regular basis. There are several logistical hurdles that prevent us from delivering café menu items to the schools, Chaparral offices, and other locations on the community on a “for sale” basis. The costs associated with insurance liability (for both the product and the vehicle), providing a dedicated vehicle, personnel to facilitate the deliveries and production/cost of the food itself all figure against our delivering food for sale. We’ll keep reviewing the requests as they come up, but it does not appear feasible. Thanks again for your interest.

Nothing but nice things to say about Ernesto and Veronica. We like how he takes care in preparing and plating the food but isn’t slow in delivering it. He does a wonderful job. Veronica is very friendly and nice, took a few moments to chat, she even asked my name and where I work. Thanks for the kind words. We are also appreciative of the customer service efforts put forth by our staff every day. As in any customer service line of work, some days are better than others. We hope ours is better on most days. Thanks again for sharing. ☺ And there was more... **I was told that Ernesto is the man’s name that makes all of the hot food, soups and sauces. I just wanted to say that he is excellent. I have never had a bad meal in the Café and he always gives excellent customer service. Today’s Chicken Marsala was once again delicious, tender, moist and the sauce was exceptional. Please thank him for everything he does. We are lucky to have him and his talents here on the Community.**

The new signs asking us to “open containers” are accusatory of stealing. Don’t like it. Thanks for the feedback. After switching to the foam containers (which the cashiers cannot see through) we simply asked all customers to open their containers to ensure accuracy in our transactions. We do apologize for the inconvenience, but it seems to be offset by a significant majority of the customers liking the foam containers. Hope this information helps.

We applaud all of the charity work the café allows – back to school supply drive, bake sales, silent auctions, fund raisers, etc. In view of that, we were wondering if the Café could set aside some days or one week per month or quarter for Native artists to set up and sell jewelry, art work, etc., especially around the holidays? Thanks for asking. Currently Two Waters policy only allows for departmental fund raising efforts as authorized by Council. All other sales and/or solicitations by outside individuals and/or vendors are specifically prohibited. But stay tuned, and we’ll see what we could do about having a day or two in December to set something like that up. (The Two Waters Employee Handbook containing the [policy can be read at this link](#), specifically sections 13.p and 13.u).

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- MANY SIMILAR COMMENTS: “Really like all of the changes (foam, dispensers, new layout, salad bar, staffing, etc.)”
- Sometimes the napkins seem to get installed upside down and you can’t pull them out (We’re keeping our eyes on it)
- Could we have a hatch chili festival; week? (Good idea; stay tuned)
- Shouldn’t cucumbers be on the salad bar every day? (Yes – sometimes missed. Thanks for letting us know).
- Many positive changes since Jason came on board; he and Tina make a good team; Tina is great – always friendly and happy
- Lemon Bars; Lemon tarts; lemon merengue pie; lemon desserts – please offer any and all!
- I get the same thing every day – and it seems like I get charged a different price every day. Be consistent!
- Put an “X” on foam cups being purchased so they only get charged \$.99 when they get refilled... (Good idea, stay tuned)
- MORE CURRY, MORE SPICES, MORE INDIA, MORE HOT FOODS OF ALL KINDS (Thanks for liking!)
- Morning close to closing, the oatmeal always has a thick film and is dried out
- Name tags for crew? – (Thanks for asking. We should have these – we’ll take a do better slip)
- Strawberry Chicken Salad (Mon 8/4) was awesome... loved fruit and protein options
- Love the café – wish it was open later for snacks (It once was, but it cost more for labor to stay open than sales generated)
- Love specialty menu items that introduce customers to new ethnic foods (Mediterranean, India, etc.) – MORE Mediterranean
- Outdoor tables not being wiped off;.... Went to get a smoothie – told “station closed” at noon
- They need Dr. Pepper 10 in the Café. Diet’s okay, but the 10 stuff is better
- Love spam. Perhaps switch to low-sodium? (We recently tried it and nobody noticed the change – so stay tuned!)
- The place is always clean. W/high traffic breakfast & lunch, it is remarkable there aren’t many issues in this area
- Can people bring their own containers like Tupperware to fill? (Sure!)
- Need more labels so people know what they’re getting. Many of the salad dressings, entrees, side dishes are unlabeled
- Contests fun; hopefully will continue...and... Love the contests. Great that we can enter by email
- Staff quick to close the line before 1:30 closing; arrive 1:25 and “out of luck” staff seems annoyed and in a hurry to close up
- Need a bigger sized container for soups (Try the 32 oz foam cup with lid! You would be charged for two 16 oz portions)
- Catered food we have is always good (several such comments)
- Your catering department got the cake wrong for our going away party. (We apologized and gave you the entire meal free).
- Have Menudo more often; and red chili Posole – it doesn’t always have to be green
- Love the Pima Burgers – very good; and the Balsamic Pork Loin was wonderful; and love the Chicken Enchiladas
- Vent area on the toaster was dirty (Thanks for the photo. We somehow missed that. It is cleaned every day and weekly).
- Cashiers should offer receipts; they do not all the time; embarrassing to have to ask
- Checkout stations seem disorganized and confusing – even when two stations open, one is overloaded
- They only offer plastic utensils now (Not so – the stainless utensils are still available in two locations)
- Chorizo greasy, not very appetizing and/or tasty; Tortilla edges not thoroughly cooked (several comments)
- Breakfast Burritos seem to vary in size depending on who makes them (...or who orders them and what is ordered! ☺)
- Have Fried Veggie/Appetizer option daily (zucchini, mushrooms, Jalapeno poppers, Mozzarella Sticks, rotating)

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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